APR 0 2 2004 8 Apr 0 2 2004 8 Attorney Docket No. 5577.214

4-13-4 \$ \$127

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Arrowood et al.

Confirmation No.: 8210 Group Art Unit: 2127

Application Serial No.: 09/693,663 Filed: October 20, 2000

Examiner: A.B. Patel

For: METHODS

METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR

WORKLOAD DISTRIBUTION BASED ON END-TO-END QUALITY OF

SERVICE

Date: March 31, 2004

RECEIVED

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

APR 0 5 2004

Technology Center 2100

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT PURSUANT TO 37 C.F.R. § 1.97(b)

Sir:

Attached is a form PTO-1449, together with a copy of each of the identified document(s). It is requested that these documents be considered by the Examiner and officially made of record in accordance with the provisions of 37 C.F.R. § 1.56 and Section 609 of the MPEP.

This Information Disclosure Statement is submitted in accordance with 37 C.F.R. § 1.97(b), within three months of the filing date of the above-referenced application or before the mailing of a first Office Action on the merits, whichever event occurs last. Therefore, no fee is believed due. However, the Commissioner is hereby authorized to charge any deficiency or credit any overpayment to Deposit Account No. 09-0461.

Respectfully submitted,

Timothy **f**. O'Sullivan Registration No. 35,632

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I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on March 31, 2004.

Traci A. Brown